



Work Instruction (WI)

**DRAFT – smooth draft due by β-test
– about June 2010**

DIRECTIVE NO. 270-WI-8715.3.1
EFFECTIVE DATE: _____
EXPIRATION DATE: _____

APPROVED BY Signature: _____
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TITLE: Chief, Information and Logistics Division

COMPLIANCE IS MANDATORY

Responsible Office: Code 270, Information and Logistics Division

Title: Hazardous Materials Management Operations

PREFACE

P.1 PURPOSE

This procedure describes Information and Logistics Management Division procedures in support of the operation, maintenance and database support for the GSFC Hazardous Material Management System (HMMS). This encompasses research and development of individual customer requirements, a description of possible procurement sources, receipt, labeling and data entry for hazardous materials (HM) entering GSFC from any source, providing administrative support to all organizations at GSFC to maintain an accurate accounting of HM in use at GSFC, transitioning HM into the hazardous waste process, oversight of HM shipping and providing IT services to maintain the HMMS application, reports management and “help desk” services for individual HMMS users.

P.2 APPLICABILITY

This procedure applies to all elements of the Information and Logistics Management Division

P.3 REFERENCES

[NPR 1820.1](#) NASA Environmental Health Program
[NPR 8715.3](#) NASA Occupational Safety and Health Programs
[29 CFR](#) Department of Labor Regulations
[49 CFR](#) Department of Transportation Regulations
[GPR 8500.3](#) Waste Management
[GPR 8715.3](#) Hazardous Materials Management System
[GPR 6400.1](#) Logistics Support
[GPR 8719.1](#) Certification and Recertification of Lifting Devices, Equipment and Operators

P.4 CANCELLATION

Initial Release

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P.5 TOOLS, EQUIPMENT, AND MATERIALS

Issue Point Equipment:

Desktop computer capable of interfacing with

- ODIN supplied Monitor
- ODIN supplied Printer
- Dynamax I Class Label Making Printer and stock
- Barcode scanner

4'X4' Containment Pallet

P.6 SAFETY PRECAUTIONS AND WARNINGS

As specified in MSDS

P.7 TRAINING

29 CFR Basic Hazardous Communication Indoctrination

49 CFR/IATA/24-204 Haz Mat Training for Shipment Certification

Haz Mat endorsement on state Commercial Driver's License

Forklift Operator Basic Training Certification and Tri-Annual Recertification

P.8 RECORDS BETH BOOKER

Record Title	Record Custodian	Retention
		*
		*

* *NRRS – NASA Records Retention Schedule* ([NPR 1441.1](#))

P.9 METRICS

1. Database Input Integrity – measures accuracy of data entry by comparing input documents and data recorded in HMMS. **DQL = 99% AQL = 96%**

2. HM Inventory Accuracy – measures accuracy of hazardous material location and custodian by comparing results of Code 250/350 periodic compliance inspections/audits and Code 270 internal spot checks with data recorded in HMMS **DQL = 97% AQL = 92%**

3. Timeliness, Delivery – measures the proportion of HM items delivered to the End User on the same day as receipt in Central Receiving vs. items with greater delivery times **DQL = 100% AQL = 97%**

4. Timeliness, Found-on-Station – measures proportion items Found On Station that are labeled within 5 working days vs. items Found On Station taking longer **DQL = 92% AQL = 85%**

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5. AMMS Utilization – measures the proportion of records added to the HMMS inventory from AMMS purchase vs. some other procurement method or found on station. **DQL=90% AQL=75%**

P.10 DEFINITIONS

End User: The individual responsible for the correct use, storage, status reporting and disposition of HM.

FOS: Found-on-Station HM that does not enter the Center through Central Receiving and is subsequently identified either by the HM Custodian or during an environmental compliance audit. Upon discovery, this material is expeditiously labeled, data entered in the HMMS database

HM: Hazardous Material. Toxic, flammable, reactive, or corrosive substance as specified by Department of Transportation regulations in Title 49, Code of Federal Regulations. There are 9 difference class's of hazarders Class 1 Explosives, Class 2 Gas- Flammable, Non Flammable, and toxic, Class 3 Flammable liquid, Class 4 Flammable Solid, Spontaneously Combustible, and Dangerous when wet, Class 5 Oxiderizer, Organic Peroxide, Class 6 Toxic-Poison Inhalation Hazard, Poison,and Infectious Substance, Class 7 Radioactive, Class 8 Corrosive and Class 9 Miscellaneous hazardous material.

HMMP: Hazardous Materials Management Program. The cradle-to-grave management of HM at the Goddard Space Flight Center that is managed by the Code 250 Environmental Compliance Division, executed by the Code 270 Information and Logistics Management Division and individual users and supported by the Code 279 Information Technology branch.

HMMS: Hazardous Materials Management System. The Web-enabled, automated hazardous materials management system used to track inventories and act as the MSDS repository at GSFC.

IP: Issue Point. Locations at which HM entering GSFC is registered in HMMS and HMMS data elements populated, the MSDS archived in HMMS and a bar code label is produced for application to the HM container. Central Receiving is the master IP.

SIP: Satellite Issue Point SIPs are established for other locations where large quantities of HM enter the Center for a single function or organization. SIPs are typically stock rooms where a variety of material is kept on hand for delivery to a specific category of End User. The Facilities Maintenance Division stock room is an example of an SIP.

NRRL: No Registration Required List. List of HM designated by Code 250 that are not tracked in HMMS at GSFC (Attachment 1)

P.11 ACRONYMS

FOS – Found On Station

HW – Hazardous Waste

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HM – Hazardous Material

ILMD - Information and Logistics Management Division

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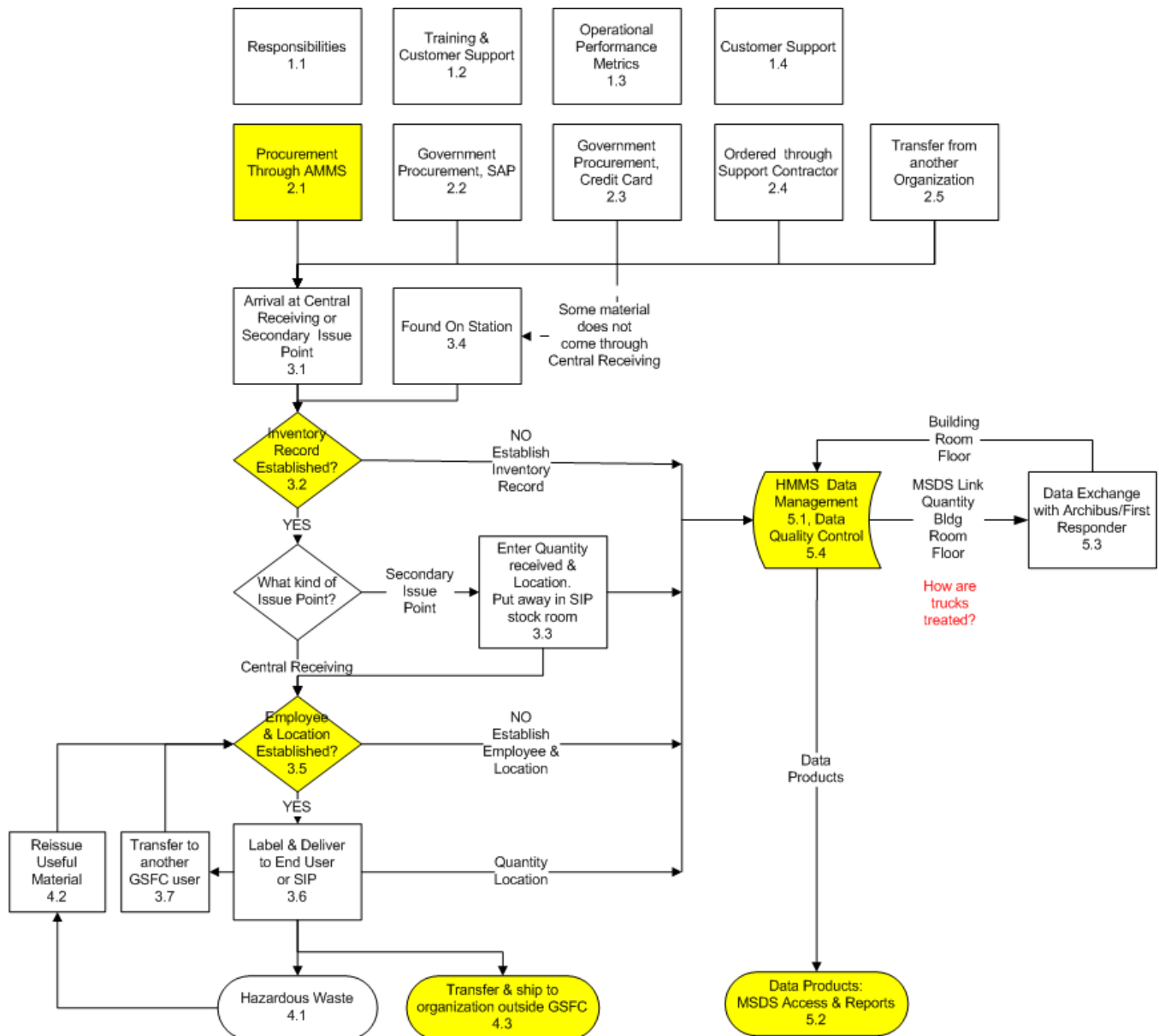
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INSTRUCTIONS

1.0 Introduction and Overview

The Code 270 Information and Logistics Management Division supports the Code 250 Environmental Compliance Division by hosting and managing the web-based Hazardous Materials Management System (HMMS) for use by all Goddard HM managers and users, purchasing HM, recording and tracking in HMMS all HM entering the Center, providing individual technical support to HM End Users, hazardous waste (HW) operators and other individuals and organizations at Goddard who use or maintain HM, and maintaining the integrity of the HMMS database. A staff of HM subject matter experts, IT personnel and other individuals in the areas of Material Coordination, Purchasing, Central Receiving and Transportation provide the full spectrum of services needed to manage and deliver HM used at GSFC and to implement, operate and maintain HMMS. While Code 270 HW material management does not include HW operations or data entry, Code 270 maintains all elements of HMMS including modules and features used by Goddard's HW organization and is responsive to HW requests for report development and one-time data queries.

1.1 Responsibilities

1.1.1 HM Supervisor

The HM Supervisor is responsible for coordination and quality of all HM performed in the Information and Logistics Management Division. The HM Supervisor works in direct support of the Goddard's overall HM Project Manager located in the Code 250 Environmental Management Division by ensuring that the Goddard's HMMS accurately reflects the on-Center distributed inventory of HM and coordinates. The HM Supervisor directs the development of HMMS reports and other data products required by the Environmental Management Division, Information and Logistics Management Division and other Goddard HM custodians and users. As a collateral duty, the HM Supervisor also provides oversight and technical assistance to Code 279 Shipping, Packing and Crating and other ILMD personnel as needed.

1.1.2 HM Material Coordinator

The HM Material Coordinator is responsible for maintaining the HMMS database, running routine reports, working with the HM Functional Analyst to develop new reports and acting as the principal customer and compliance auditor interface for the HMMP. Typical customer interface support includes assistance with establishing HM inventories, initiating Found-on-Station labeling and data entry, helping HM users and custodians log on to and use the HMMS application, assist with updating the HMMS database and the MSDS archive. The HM Material Coordinator acts as liaison between the Purchasing Agent and the Requestor when required, ensures that HM properly authorized by the Code 250 Safety and Environmental Division is ordered by checking that the HM being ordered is contained in the HMMS database. If it is not, the MC will contact the Code 250 **HMMS Project Manager** to seek either authorization or rejection of the request. If Code 250 does not allow the purchase of the material, the MC will contact the Requestor and provide assistance to identify an allowable substitute. The HM Material Coordinator maintains database integrity and timeliness performance metrics and performs quality control checks of HMMP processes

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1.1.3 HM Technician

The HM Technician is responsible for labeling and data entry of chemicals received through Central Receiving or Found-on-Station. The HM Technician provides in-the-field customer assistance to identify and establish inventory records for new materials, recommends efficient HM inventory maintenance and safety procedures and arranges for other Code 270 supp functions as required. While in the field assisting End User at their locations, HMMS inventory spot checks may be conducted when requested.

1.1.5 AMMS HM Purchasing Agent

The individual with authorization responsible for procuring products and/or services on behalf of the GLSC in accordance with the procedures contained in [270-WI-5100.1.2](#) after receiving a properly authorized requisition. Purchasing Agents are responsible for following all applicable [FAR](#), NASA, and GLSC procedures and processes during the performance of their duties.

1.1.6 AMMS Receiving Inspector

The Receiving Inspector is responsible for ensuring that hazardous material is inspected in the same manner as other material following the procedures contained in [270-WI-4520.2.2](#) except that it shall be immediately “delivered in AMMS” to the HM Technician’s station in Central Receiving for input into HMMS (Section [3.1](#)) and same day delivery to the end user. Hazardous items are annotated with a QAR code of H or N. Exception: explosive material shall be handled by the 250/Safety and Environmental Division immediately upon notification of its arrival.

1.1.7 End Users

HM End Users are those individuals named in HMMS who are responsible for the correct storage, reporting of location and quantity changes and disposition through excess or transfer to another organization. Because issue, transfer and data entry for HM must run through Issue Points ([IPs](#)) End Users will inform IP staff members of these kinds of changes either by telephone or e-mail. The IP staff then documents the changes in the HMMS database and arranges other support services (e.g. Transportation) as required. The End User is responsible for ensuring that only HM authorized by the Code 250 Safety and Environmental Division is ordered, stored, used and excessed. When ordering chemicals for which an HMMS inventory record has not yet been established, the HM Material Coordinator End User will contact the Code 250 **HMMS Project Manager** to seek either authorization for the chemical. If Code 250 does not allow the purchase of the material, the End User may work with the HM Material Coordinator or the Code 250 HMMS Project Manager to identify an allowable substitute. Individuals initiating purchase requests for hazardous materials may can either be the direct End User or an authorized person representing the End User.

1.2.7 Driver

Responsible for proper handling, delivery or transportation between on-Center locations of HM that is correctly packaged for on-Center transportation, documenting delivery to End User, submission of required paperwork to the Haz Mat Mgmt Office

1.2.8 HMMS Functional Analyst

The HMMS Functional Analyst is responsible for:

- Creating passwords for users, creating and deleting users users, assigning roles & zones

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- Assisting HMMS users and working with the HMMS software vendor with processing trouble reports and requests for enhancements
- HMMS user and staff training
- Establishing and outfitting Issue Points/zones,
- Ensuring a reliable exchange of information between HMMS and Archibus/ First Responder
- Working with customers to identify existing reports that will fill customer requirements, modify existing reports and develop new reports when existing reports are not sufficient
- Acting as web master for the HMMS site, design new pages, update information and links as required and creating technical “how to” guides, FAQs

1.2.9 HMMS Database Administrator

The HMMS Database Manager is responsible for software and update installation (patches, periodic releases), server maintenance (data & images), tracking of formal “ITRs” (enhancements & trouble reports that have been accepted by the software vendor for action).

1.2.10 HM End Users

HM End Users are those individuals named in HMMS who are responsible for the correct storage, reporting of location and quantity changes and disposition through excess or transfer to another organization. Because changes to information contained in HMMS may only be entered at Issue Points ([IPs](#)) HM Custodians will inform IP staff members (normally the HMMS Data Specialist in the HMMS Office) or the Hazardous Waste office of these kinds of changes either by telephone or e-mail. Those staff members will then make the appropriate changes in the HMMS database.

1.2.11 HM Satellite Issue Point Operators

HM SIP Operators provide decentralized order entry and receipt of hazardous materials. Typically HM SIPs are stock rooms operated by support contractor personnel who order materials through either AMMS, the preferred path, or through a contractor supply system. SIP operators are responsible for contacting the HM Office with sufficient information to establish HMMS inventory records for materials ordered outside AMMS, adding quantity and location information in HMMS for materials received, labeling HM containers and issuing HM to End Users *within their own organization* when required.

1.3 Training

1.3.1 HMMS Staff Training – The HMMS software vendor provides individually tailored training to the HM office and IT staff. In order to maintain proficiency, to stay abreast of new developments and contingent upon funding availability, the HM Supervisor and Material Coordinator should attend the annual HMMS Users’ Conference and the HMMS Functional Analyst should attend the annual HMMS POC Conference.

1.3.2 HMMS End User Training – The HM Supervisor and Material Coordinator provide tailored implementation training to individual End Users and Satellite Issue Point Operators. The HMMS Functional Analyst provides on-demand training for topics beyond implementation training.

1.4 Customer Support

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The objective of Goddard's Hazardous Materials Management Program is to provide cradle-to-grave control and tracking of all HM at GSFC with a minimum of effort on the part of End Users and responsive customer support on the part of all elements of the HM staff is needed to achieve this goal. The principal communication paths for requesting and providing customer support are through the HMMS web site, <http://hmms.gsfc.nasa.gov>, by e-mail at GSFC-HMMS-Support@nasa.gov or by telephoning the HM office at 6-HMMS. Details are provided in Section 2 of this Work Instruction and general guidelines are provided below

1.4.1 Product Selection

1.4.2 Procurement

1.4.3 Delivery and Transfer

Developing Requirements

Delivery to and between End Users

Transfer between End Users

Set up of Inventory Records for manufactured or modified HM (e.g. piranha acid, custom gas blends)

Assist with MSDS research and delivery

3.4.2 Support identification of HM sources

3.4.3 On-Call Labeling (Found on Station)

3.4.4 Assist with canned reports, identify requirement for new reports

3.4.5 User implementation and refresher training on HMMS **WALT CAREL**

3.6 Oversight of HM packing & shipping documentation at Greenbelt and WFF **WALT CAREL**

3.7 Provide HM handling technical assistance to Center customers **WALT CAREL**

3.8 Support for Code 250/S&E Division – have 250 spell out what they expect out of HMMS

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2.0 Acquisition

Although AMMS is the strong first choice for acquisition of hazardous materials, HM can be “acquired” from a variety of sources. For the purposes of this Work Instruction, the appropriateness of any acquisition source is not important; only that the material be handled correctly, recorded in HMMS, labeled and delivered to the correct destination.

2.1 Procurement through AMMS

Processing purchase requests for HM is described in 270-WI-5100.1.2 Procurement and is identical to all procurements for “cataloged” items. A QAR Code of H will be entered for each HM purchase. In situations where a single vendor or small group of vendors will be frequently used, the Material Coordinator may direct that a Blanket Purchase Agreement be established. Depending on the customer and the nature of the HM, customers may be permitted to call out individual HM deliveries

2.1.1 Validating HM Screening - Purchasing

Before any processing for an HM purchase request can begin, the Material Coordinator shall check the current HMMS database to ensure that the material is cataloged in HMMS. Existence of an HM in the HMMS database is considered *prima facie* evidence of Code 250/350/803 approval for the use of that material at GSFC and *vice versa*.

- a. If the requested HM is in the HMMS database, the procurement may proceed normally
- b. If the HM is not in the HMMS database, documented Code 250/350/803 must be obtained before proceeding with the procurement. The Material Coordinator will send e-mail notification of the purchase request, copy to the requestor, and wait for a response before proceeding. **(The Material Coordinator shall direct that the HM purchase proceed, but assign a QAR Code of HHH to alert Central Receiving and the HM Office that Code 250/350/803 approval for the HM is pending)** If a positive response is received, the procurement will proceed normally. If a negative response is received, the Material Coordinator will cancel the purchase request and notify the requestor of the determination. At that point, it is the requestor’s responsibility to appeal the determination and resubmit the order if the determination is reversed.

2.1.2 Problem Order Resolution

The Material Coordinator and Purchasing Agent will provide procurement advice, information and forward communications as necessary to assist in the resolution of HM purchase disapprovals by Code 250/350/803. For example, a non-hazardous or already-cataloged-in-HMMS alternative may be offered for the requestor’s consideration. The Material Coordinator and Purchasing Agent are specifically prohibited from providing technical advice about the performance or properties of the requested HM or offering opinions about the reasonableness of a Code 250/350/803 determination. It is the requestor’s responsibility decide how best to proceed and/or elevate the disagreement to the their Laboratory Chief, Division Chief, Project Manager, or higher management level and to the applicable Environmental or Safety Division Chief.

2.1.3 Procurement through the NASA Procurement System

HM may be procured through the NASA procurement system, SAP, operated by Code 210. Any screening, special handling or problem resolution is performed by Code 210 procurement personnel.

2.1.4 Procurement Using a Credit Card

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Credit cards are not an authorized procurement vehicle for HM. Any HM credit card purchases processed through Central Receiving will be reported to Code 210 and Code 250.

2.4 Receipt in Central Receiving, Transfer/Shipment from Another Organization

HM will be processed through Central Receiving in accordance with 270-WI-4500.2.2 with the minimum handling required to satisfy verification of kind, count and condition. The material will be “received” in AMMS or SAP and “delivered” to the HMMS in-processing “location” that is co-located in Central Receiving. At that point, responsibility for documenting and tracking HM is transferred to HMMS.

2.6 HM Acquired through Unconventional Means

Occasionally HM will enter the center through unconventional means and bypass all established procurement and receiving avenues. HM discovered on the Center without procurement or receiving documentation is processed as a “Found on Station” as described in 3.4.3.

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3.0 Hazardous Materials Management

3.1 Initial Data Entry: Not FOS 3.4.3 Central Receiving – after receipt in AMMS, HM Technician, place on “inbound” containment skid”, initial 8 items **spell out** – just enough to produce a bar code label, apply bar code, attach one bar code label for each working quantity container (e.g. one label for each can in a case of cans) follow-up data entry – HM Data Specialist, scan MSDS into HMMS **????? Vinay check.**

3.1.1 Data Entry QC: Peer review, can’t QC your own work. Supervisor does a database integrity QC on **3%** of new material

3.2 Delivery to Customer: After labeling place on “outbound” containment skid, notify customer if customer pickup is requested, attach paperwork (DAFIS delivery ticket (AMMS document), MSDS, HMMS data 8 elements printout – customer signs this? Delivery scan when material is turned over to the HM Custodian (not really necessary if there is signed delivery documentation)

3.3 Change of Location or Transfer to Another Custodian: Call or e-mail HM Office, DAFIS ticket prepared to provide move services, HM Tech is dispatched to confirm move the material, re-scan, collect new data, enter in HMMS

3.4 Customer Support

3.4.1 MSDS Research Assistance: Provide hard copy, walk through HMMS, take info-research-call back

3.4.2 Research HM Sources of Supply: Consulting, input to acquisition, sources, options, prices, availability, eco-friendly substitutes, other custodians on Center, existing BPAs

3.4.3 On-Call Labeling (Found On Station): Customer calls or e-mails, HM Data Spec dialog with customer ensures enough info to print a label (dispatch HM Tech to check it out), print label, HM Tech deliver and apply label and paperwork to customer, obtain any additional data needed to complete HMMS data elements, HM Data Spec update HMMS with any additional info

3.4.4 HMMS Reports: HM Data Spec assist customers in identification and use of canned reports, how to tailor to customer requirements, run custom reports for data requests not already covered by canned reports, if necessary prepare an IT service request to develop new canned reports or modify existing canned reports.

3.4.5 User Training: HM Supervisor, Functional Analyst and HMMS Functional Analyst conduct/coordinate implementation & refresher training, develop & distribute HMMS User Guide

3.5 Transfers Off Center

3.5.1 Return Material Authorization: Assist Supply personnel in the selection of appropriate packaging, documentation, labeling, marking and segregation of HM for shipment.

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– about June 2010**

36. Oversight of HM Packaging/Shipping/Trans: HM Supervisor – research/interpret MSDSs, specify proper packaging for HM, research, arrange for special provisions for HM that is not already in DOT approved containers, QC all HM shipments in and out of Greenbelt and WFF, consult with Mechanical Engineer on packaging designs

3.7 HM Handling Technical Assistance: HM Supervisor – Assist customers in the selection of appropriate packaging, labeling, marking and segregation of HM for shipment and storage.

3.8 HMMS Support for Code 250 (Medical and Environmental Division) Reports (**which ones**), approval of material not in HMMS

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4.0 Disposition

4.1 Hazardous Waste: Consumption, shelf life, all used up (Harry Stein)

4.2 Transfer to External Organization³: Assist Shipping Office in the selection of appropriate packaging, documentation, special provisions, labeling, marking, compatibility and segregation of HM for shipment. **Update HMMS with close out transaction**

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5.0 IT Support

5.1 Application Management: HMMS Functional Analyst – Passwords for users, create/delete users, assign roles & zones, processing trouble reports and requests for enhancements (customer support, working with IHS software vendor), training, setting up Issue Points/zones, accept First Responder “extracts” of updated Bldg/room/floor data

5.2 Database Management: HMMS Database Manager – installs software & updates (patches, periodic releases), maintains server (data & images), tracks formal “ITRs” (enhancements & trouble reports that have been accepted by the software vendor for action) along with Functional Analyst

5.3 Reports Management: Functional Analyst - work with customers to identify existing reports that will fill customer requirements, modify existing reports and develop new reports when existing reports are not sufficient, submit enhancement requests to the IHS software vendor for new data elements to support a new report, provide daily “extract” for First Responder,

5.4 Web Management: Functional Analyst – act as the web master, design new pages, update information (daily, as required), update links, create technical “how to” guides, FAQs

5.5 HMMS Hardware Management: Functional Analyst – provide/arrange for equipment support, manage the hardware configuration of Issue Points

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Flow Diagram

[Include if considered an aid in understanding the instruction.]

Individual flow charts for.....

- Receipt & Labeling in Central Receiving (include TIDs)
- Receipt & Labeling at Secondary Issue Point
- Returns to Vendor (initiated by Central Receiving or End User)
- Found On Station
- Reissue within GSFC
- Moving Office/Lab within GSFC
- Transfer/Shipping Outside GSFC
- Ordering & Creating Custom Reports

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline		Initial Release

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Hazardous Materials Management System

What data is mandatory, optional?

“Initial ADD” at the time of purchase for new purchases

Inventories

Encourage customers to report what they have

Employ Code 350 compliance inspectors to do spot checks

Load sheets filled out by

Buyer/Mat'l Coord

Customers for found on station

HMMS Flash e-mails

Training

75% of our customers will play with us

Special “mailbox” used to advise of HM changes of location, custodian

How is data entered in HMMS

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